

Our Mission: IHCDCA helps build strong communities by providing financial resources and assistance to qualified partners throughout the State of Indiana in their development efforts. A primary focus of IHCDCA is providing a continuum of housing from homelessness to homeownership, with a focus on low to moderate income Hoosiers.

The Housing and Community Development Authority is accepting resumes for an Account Manager position in the Homeownership Department.

To be considered for this position, applicants must:

E-mail a resume and cover letter to Mr. Kim Harris [kiharris@ihcda.in.gov](mailto:kiharris@ihcda.in.gov) with the title of the position in the e-mail subject line.

The position offers a competitive salary, commensurate with relevant education and work experience. This position is housed in IHCDCA's Indianapolis headquarters and applications are being accepted February 27, 2015

Please see next page for job description.

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## IHCDCA

## Job Expectations

<b>Title</b>	<u>Account Manager</u>	<b>Exempt</b>
<b>Reports to</b>	<u>Homeownership Director</u>	<b>Date last revised:</b>
<b>Supervises</b>	<u>N/A</u>	
<b>Summary</b>	The Account manager position is to cultivate new and maintain existing relationships with participating lenders/realtors by ascertaining and responding to their needs. Thereby increasing the awareness of the Homeownership programs resulting in an increase in their use.	
<b>Evaluation of performance</b>	Performance will be evaluated based on achieving key outcomes described in this job description, including specific goals, deadlines, and other quality indicators; working effectively in a team environment; interacting positively with partners and demonstrating customer service; and working efficiently and effectively within required specifications, policies, and standards established by IHCDCA and its associated governing entities.	

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<b>Key outcomes expected</b>	<ul style="list-style-type: none"><li>• The Account Manager will be expected to manage the Lender/Realtor pipeline. This will include but not be limited to conducting program trainings, responding to questions from our Lender/Realtor network and maintaining existing and cultivating new relationships.</li><li>• This position will also be expected to promote (all) IHCDCA programs. This objective will be accomplished by visiting and giving various presentations, visiting local municipalities and community organizations.</li><li>• The Account Manager will be expected to report no later than each Monday an agenda of the calls, presentations, trainings and/or events they will be taking part in to the Homeownership Director and/or the Manager.</li><li>• This position will be expected to attend at least one staff meeting each month to debrief on things we can improve on or are doing well.</li><li>• At the end of each month a detailed report is due to outline the success and/or failures and future actions plans. This report is due on or before the last working day of each month. It is to be sent to the Homeownership Director or Manager.</li><li>• You will be expected to meet with a lender/Realtor sales manager at least once each quarter.</li><li>• You will be expected to visit at least six locations each day unless you have training or other presentations planned.</li><li>• Your goal would be to have a minimum of one loan per lender per day (two depending on the size of the lender.)</li><li>• You will be reviewed on the increase in penetration from one year to the next based on new lenders, Realtors, counties served, and sales volume.</li></ul>
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<b>Critical skills, knowledge, and behaviors</b>	<p>Able to effectively communicate with a variety of individuals including but not limited to Mortgage Lending professionals and Community Officials.</p> <p>You would have least three to five years of Mortgage Banking experience which includes outside sales experience</p> <p>You would have shown success within your sales experience.</p> <p>The ability to perform in a “cold” call environment.</p> <p>The ability to work well in a team environment with not only the Homeownership Department but other departments of the agency.</p> <p>The ability to analyze data and determine viable sales opportunities.</p> <p>Ability to identify and make recommendations for improvements in the department(s)</p> <p>Demonstrates proficiency in public speaking</p> <p>Always maintain a professional attitude.</p>
<b>Education, experience, degrees, licenses</b>	<p>High School diploma.</p> <p>Experience in the Mortgage field is preferred</p> <p>Sales experience is preferred</p>
<b>Work environment and physical demands</b>	<p>Must be able to work proficiently with computers and other office equipment.</p>